

LAND CUSTOMER OPERATIONS DIRECTORATE (DSCC-QL)

MISSION:

The Director, Land Customer Operations, reports directly to the Commander, Defense Supply Center Columbus. Acting as a principal advisor and assistant to the Commander, the Director serves as a prime point of entry for all assigned/mapped customer issues related to logistics support and service across all DLA supply chains, responsible for development, implementation, and oversight of Land Customer Relationship Management (CRM) in accordance with strategic CRM policy, guidance, and implementation as provided by J-4, HQ DLA, and management of the Customer Cells, support teams, item planning teams and other customer support units assigned to DSCC. Directs accomplishment of worldwide mission responsibilities through integrated logistics support of weapons systems, troops, equipment, facilities, and their components owned, operated, and maintained by /for the Department of Defense, the Military Services, other federal agencies and other authorized activities.

FUNCTIONS:

1. Provides a unified face for assigned customers and class IX support for mapped customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams at the Defense Supply Center Philadelphia, and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned weapons systems in conjunction with readiness division.
9. Collaborates with program management and sustainment personnel in regard to DLA's role in Performance Based Logistics (PBL) agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.
10. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
11. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of

current customer support patterns to achieve Fill Rate and Customer Wait Time targets.

12. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
13. Provides consistent and integrated support.
14. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
15. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
16. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
17. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquiries related to logistics support.
18. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
19. Meets with customers on a regular basis to understand anticipated requirements.
20. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
21. Helps define new Army and USMC markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
22. Insures business, marketing, and customer support plans are developed and implemented.
23. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
24. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
25. Ensures that forecast or demand plans are published for the collaborative partner.
26. Resolves demand issues with collaborative customer.
27. Coordinates with process management to determine influences on and improve customer support.
28. Oversees receipt, processing, and maintenance of customer orders.
29. Establishes, maintains, and closes customer profiles.
30. Receives and resolves customer complaints.
31. Maintains regular liaison with the Army and USMC Teams, Customer Support Office, J-4.
32. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

OPERATING FORCES (ARMY, USMC, JOINT) AND COLLECTIVE DIVISION
(DSCC-QLA)

MISSION:

The Chief, Operating Forces and Collective Division, and is responsible for management of customer service and support for customers assigned to cells and mapped to support teams within the division. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Mangers in conjunction with the Land Readiness Division.

FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Collaborates with program management and sustainment personnel in regard to DLA's role in PBL agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.
9. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
10. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
11. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
12. Provides consistent and integrated support.
13. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
14. Provides Class IX support for USMC, Army, Enterprise Other Civil Agency, State, Miscellaneous, and DOD Agency DoDAACs assigned to cells in DSCP Directorates of Customer Operations.
15. Provides immediate support as needed via the Enterprise Transition Cell to new DoDAACs and customers prior to their permanent assignment to specific cells.

16. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
17. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
18. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquiries related to logistics support.
19. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
20. Meets with customers on a regular basis to understand anticipated requirements.
21. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
22. Helps define new Army and USMC markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
23. Insures business and customer support plans are developed and implemented.
24. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
25. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
26. Ensures that forecast or demand plans are published for the collaborative partner.
27. Resolves demand issues with collaborative customer.
28. Coordinates with process management to determine influences on and improve customer support.
29. Oversees receipt, processing, and maintenance of customer orders.
30. Establishes, maintains, and closes customer profiles.
31. Receives and resolves customer complaints.
32. Maintains regular liaison with the Army and USMC Service Teams, Customer Support Office, J-4.
33. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

ARMY OPERATING FORCES SUPPORT BRANCH (DSCC-QLAA)

MISSION:

The Chief, Army Operating Forces Support Cell, reports to the Chief, Operating Forces and Collective Division, and is responsible for management of customer service and support for customers assigned to cells and mapped to support teams within the division. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Land Readiness Division.

FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Collaborates with program management and sustainment personnel in regard to DLA's role in PBL agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.
9. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
10. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
11. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
12. Provides consistent and integrated support.
13. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
14. Provides Class IX support for USMC, Army, Enterprise Other Civil Agency, State, Miscellaneous, and DOD Agency DoDAACs assigned to cells in DSCP Directorates of Customer Operations.
15. Provides immediate support as needed via the Enterprise Transition Cell to new DoDAACs and customers prior to their permanent assignment to specific cells.
16. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
17. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
18. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
19. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.

20. Meets with customers on a regular basis to understand anticipated requirements.
21. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
22. Helps define new Army and USMC markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
23. Insures business and customer support plans are developed and implemented.
24. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
25. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
26. Ensures that forecast or demand plans are published for the collaborative partner.
27. Resolves demand issues with collaborative customer.
28. Coordinates with process management to determine influences on and improve customer support.
29. Oversees receipt, processing, and maintenance of customer orders.
30. Establishes, maintains, and closes customer profiles.
31. Receives and resolves customer complaints.
32. Maintains regular liaison with the Army and USMC Service Teams, Customer Support Office, J-4.
33. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

USMC OPERATING FORCES CELL (DSCC-QLAB)

MISSION:

The Chief, USMC Operating Forces Support Cell, reports to the Chief, Operating Forces and Collective Division, and is responsible for management of customer service and support for customers assigned to cells and mapped to support teams within the division. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Land Readiness Division.

FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.

4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Collaborates with program management and sustainment personnel in regard to DLA's role in PBL agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.
9. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
10. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
11. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
12. Provides consistent and integrated support.
13. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
14. Provides Class IX support for USMC, Army, Enterprise Other Civil Agency, State, Miscellaneous, and DOD Agency DoDAACs assigned to cells in DSCP Directorates of Customer Operations.
15. Provides immediate support as needed via the Enterprise Transition Cell to new DoDAACs and customers prior to their permanent assignment to specific cells.
16. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
17. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
18. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
19. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
20. Meets with customers on a regular basis to understand anticipated requirements.
21. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
22. Helps define new Army and USMC markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
23. Insures business and customer support plans are developed and implemented.
24. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.

25. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
26. Ensures that forecast or demand plans are published for the collaborative partner.
27. Resolves demand issues with collaborative customer.
28. Coordinates with process management to determine influences on and improve customer support.
29. Oversees receipt, processing, and maintenance of customer orders.
30. Establishes, maintains, and closes customer profiles.
31. Receives and resolves customer complaints.
32. Maintains regular liaison with the Army and USMC Service Teams, Customer Support Office, J-4.
33. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

USMC COLLECTIVE CUSTOMER CELL (DSCC-QLAE)

MISSION:

The Chief, USMC Collective Customer Cell, reports to the Chief, Operating Forces and Collective Division, and is responsible for management of customer service and support for customers assigned to cells and mapped to support teams within the division. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Land Readiness Division.

FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Collaborates with program management and sustainment personnel in regard to DLA's role in PBL agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.

9. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
10. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
11. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
12. Provides consistent and integrated support.
13. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
14. Provides Class IX support for USMC, Army, Enterprise Other Civil Agency, State, Miscellaneous, and DOD Agency DoDAACs assigned to cells in DSCP Directorates of Customer Operations.
15. Provides immediate support as needed via the Enterprise Transition Cell to new DoDAACs and customers prior to their permanent assignment to specific cells.
16. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
17. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
18. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
19. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
20. Meets with customers on a regular basis to understand anticipated requirements.
21. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
22. Helps define new Army and USMC markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
23. Insures business and customer support plans are developed and implemented.
24. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
25. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
26. Ensures that forecast or demand plans are published for the collaborative partner.
27. Resolves demand issues with collaborative customer.
28. Coordinates with process management to determine influences on and improve customer support.
29. Oversees receipt, processing, and maintenance of customer orders.
30. Establishes, maintains, and closes customer profiles.
31. Receives and resolves customer complaints.

32. Maintains regular liaison with the Army and USMC Service Teams, Customer Support Office, J-4.
33. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

TRANSITION CELL (DSCC-QLAG)

MISSION:

The Chief, Transition Cell, reports to the Chief, Operating Forces and Collective Division, and is responsible for management of customer service and support for customers assigned to cells and mapped to support teams within the division. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Land Readiness Division.

FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Collaborates with program management and sustainment personnel in regard to DLA's role in PBL agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.
9. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
10. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.

11. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
12. Provides consistent and integrated support.
13. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
14. Provides Class IX support for USMC, Army, Enterprise Other Civil Agency, State, Miscellaneous, and DOD Agency DoDAACs assigned to cells in DSCP Directorates of Customer Operations.
15. Provides immediate support as needed via the Enterprise Transition Cell to new DoDAACs and customers prior to their permanent assignment to specific cells.
16. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
17. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
18. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
19. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
20. Meets with customers on a regular basis to understand anticipated requirements.
21. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
22. Helps define new Army and USMC markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
23. Insures business and customer support plans are developed and implemented.
24. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
25. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
26. Ensures that forecast or demand plans are published for the collaborative partner.
27. Resolves demand issues with collaborative customer.
28. Coordinates with process management to determine influences on and improve customer support.
29. Oversees receipt, processing, and maintenance of customer orders.
30. Establishes, maintains, and closes customer profiles.
31. Receives and resolves customer complaints.
32. Maintains regular liaison with the Army and USMC Service Teams, Customer Support Office, J-4.
33. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

INDUSTRIAL CUSTOMERS—ARMY AND USMC DIVISION (DSCC-QLB)

MISSION:

The Chief, Industrial Customers - Army and USMC Division, reports to the Director, Customer Operations, and is responsible for management of customer service and support for customers assigned to cells and mapped to support teams within the division. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Land Readiness Division.

FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Collaborates with program management and sustainment personnel in regard to DLA's role in PBL agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.
9. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
10. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
11. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
12. Provides consistent and integrated support.
13. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
14. Provides Class IX support for USMC, Army, Enterprise Other Civil Agency, State, Miscellaneous, and DOD Agency DoDAACs assigned to cells in DSCP Directorates of Customer Operations.

15. Provides immediate support as needed via the Enterprise Transition Cell to new DoDAACs and customers prior to their permanent assignment to specific cells.
16. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
17. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
18. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquiries related to logistics support.
19. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
20. Meets with customers on a regular basis to understand anticipated requirements.
21. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
22. Helps define new Army and USMC markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
23. Insures business and customer support plans are developed and implemented.
24. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
25. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
26. Ensures that forecast or demand plans are published for the collaborative partner.
27. Resolves demand issues with collaborative customer.
28. Coordinates with process management to determine influences on and improve customer support.
29. Oversees receipt, processing, and maintenance of customer orders.
30. Establishes, maintains, and closes customer profiles.
31. Receives and resolves customer complaints.
32. Maintains regular liaison with the Army and USMC Service Teams, Customer Support Office, J-4.
33. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

ARMY INDUSTRIAL CELL (DSCC-QLBA)

MISSION:

The Chief, Army Industrial Cell, reports to the Chief, Industrial Customers – Army and USMC Division, and is responsible for management of customer service and support for customers assigned to cells and mapped to support teams within the division. Support provided may cover, but is not limited to, order fulfillment and demand planning

activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Land Readiness Division.

FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Collaborates with program management and sustainment personnel in regard to DLA's role in PBL agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.
9. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
10. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
11. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
12. Provides consistent and integrated support.
13. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
14. Provides Class IX support for USMC, Army, Enterprise Other Civil Agency, State, Miscellaneous, and DOD Agency DoDAACs assigned to cells in DSCP Directorates of Customer Operations.
15. Provides immediate support as needed via the Enterprise Transition Cell to new DoDAACs and customers prior to their permanent assignment to specific cells.
16. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
17. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.

18. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
19. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
20. Meets with customers on a regular basis to understand anticipated requirements.
21. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
22. Helps define new Army and USMC markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
23. Insures business and customer support plans are developed and implemented.
24. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
25. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
26. Ensures that forecast or demand plans are published for the collaborative partner.
27. Resolves demand issues with collaborative customer.
28. Coordinates with process management to determine influences on and improve customer support.
29. Oversees receipt, processing, and maintenance of customer orders.
30. Establishes, maintains, and closes customer profiles.
31. Receives and resolves customer complaints.
32. Maintains regular liaison with the Army and USMC Service Teams, Customer Support Office, J-4.
33. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

USMC INDUSTRIAL CELL (DSCC-QLBB)

MISSION:

The Chief, USMC Industrial Cell, reports to the Chief, Industrial Customers – Army and USMC Division, and is responsible for management of customer service and support for customers assigned to cells and mapped to support teams within the division. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Land Readiness Division.

FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams and with supplier organizations across all supply chains.

3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Collaborates with program management and sustainment personnel in regard to DLA's role in PBL agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.
9. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
10. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
11. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
12. Provides consistent and integrated support.
13. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
14. Provides Class IX support for USMC, Army, Enterprise Other Civil Agency, State, Miscellaneous, and DOD Agency DoDAACs assigned to cells in DSCP Directorates of Customer Operations.
15. Provides immediate support as needed via the Enterprise Transition Cell to new DoDAACs and customers prior to their permanent assignment to specific cells.
16. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
17. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
18. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
19. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
20. Meets with customers on a regular basis to understand anticipated requirements.
21. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
22. Helps define new Army and USMC markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
23. Insures business and customer support plans are developed and implemented.

24. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
25. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
26. Ensures that forecast or demand plans are published for the collaborative partner.
27. Resolves demand issues with collaborative customer.
28. Coordinates with process management to determine influences on and improve customer support.
29. Oversees receipt, processing, and maintenance of customer orders.
30. Establishes, maintains, and closes customer profiles.
31. Receives and resolves customer complaints.
32. Maintains regular liaison with the Army and USMC Service Teams, Customer Support Office, J-4.
33. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

LAND COLLECTIVE SUPPORT BRANCH (DSCC-QLBC)

MISSION:

The Chief, Land Collective Support Cell, reports to the Chief, Industrial Customers – Army and USMC Division, and is responsible for management of customer service and support for customers assigned to cells and mapped to support teams within the division. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Land Readiness Division.

READINESS DIVISION (DSCC-QLR)

GROUND COMBAT SYSTEMS BRANCH (DSCC-QLRA)

TACTICAL VEHICLES BRANCH (DSCC-QLRB)

USMC SYSTEMS BRANCH (DSCC-QLRC)

ENGINEER SUPPORT SYSTEMS BRANCH (DSCC-QLRD)

AIR DEFENSE/MISSILE SYSTEMS BRANCH (DSCC-QLRE)

COMMUNICATIONS/ELECTRONIC SYSTEMS BRANCH (DSCC-QLRF)

PERFORMANCE BASED LOGISTICS (PBL) MANAGEMENT BRANCH (DSCC-QLFG)

READINESS DIVISION (DSCC-QLR)

MISSION:

Serves as the DLA POC and DLA team leader at the program level for assigned weapon systems. Works closely with Service Program Managers and depot maintenance

activities to resolve fleet wide readiness/supply support issues for DLA supported weapon systems. The Lead Center will develop and direct support concepts and plans to bring ILS solutions to Service-managed systems IAW Service/DLA support goals and objectives. Lead Center responsibilities within the organization will be performed by Weapon System Support Managers (WSSMs).

FUNCTIONS:

1. Gather, analyze, and interpret service and DLA data.
2. Ensure weapon system program data is included in the requirements determination process.
3. Ensure requirements are included in the DLA budget.
4. Disseminate configuration, technical and safety issues impacting support.
5. Maintain weapon system readiness metrics.
6. Advise and educate customers on DLA policies and procedures.
7. Prepare/conduct internal program reviews.
8. Advocate investment and acquisition strategies.
9. Manage/oversee IFSGs.
10. Assure representation at weapon system meetings.
11. Identifies and coordinates all required logistics support between Land Lead Center ICTs and Supplier Operations Divisions, as well as Military Services.
12. Works jointly with ICT Demand Planners in developing support requirements for assigned programs.
13. Participates in demand/supply alignment meetings.
14. Identifies, collects, and uses broad market influences that impact demand.
15. Identifies competitors and their strengths and weaknesses.
16. Identifies DLA's ability to meet market demand and trends.
17. Interfaces with trade associations and knowledgeable clients, and uses business library resources.
18. Responsible as customer focal point for all weapons platforms/systems.
19. Works with logistics partners and major customers to identify life-cycle programs.
20. Prepares integrated logistics plans in support of DOD weapons systems.
21. Monitors performance and customer support for DOD weapons systems.
22. Analyzes customer requisitions and usage to identify trends.
23. Determines and analyzes monthly and annual management reporting parameters.
24. Ensures appropriate financial information is available to the business managers.
25. Determines business unit cash plan approach based on effective analysis of financial data to maximize cash flow.
26. Provides accurate cost allocations to designated business sub-units.
27. Analyzes and summarizes business unit financial/business performance based on analysis and evaluation of planned to actual business unit variance.

ITEM PLANNING DIVISION (DSCC-QLI)

MISSION:

The Chief, Item Planning Division, reports to the Director, Customer Operations, and is responsible for item-level planning (aggregated demand forecasting units, or DFUs) and other designated planning for all assigned Land Item Planning Teams (IPTs). The Item Planning Division includes the IPT Combat Vehicles and IPT Wheeled Vehicles.

FUNCTIONS:

1. Creates historical-based demand plans.
2. Analyzes and adjust historical demand used for statistical forecasting.
3. Conducts and participates in demand/supply alignment meetings.
4. Executes systems activities related to demand planning.
5. Considers process influences (order fulfillment and procurement) on the demand plan.
6. Maintains liaison with applicable customer cells across the enterprise as requested to ensure item-level planning status for customers is communicated as needed to support customer inquiries and weapons systems.
7. Exercises operational control and guidance for detachments located at other geographic sites.

IPT COMBAT VEHICLES (DSCC-QLIA)

MISSION:

The Chief, IPT Combat Vehicles, reports to the Chief, Item Planning Division, and is responsible for item-level planning (aggregated demand forecasting units, or DFUs) and other designated planning for all assigned Land Item Planning Teams (IPTs). The Item Planning Division includes the IPT Combat Vehicles.

FUNCTIONS:

1. Creates historical-based demand plans.
2. Analyzes and adjust historical demand used for statistical forecasting.
3. Conducts and participates in demand/supply alignment meetings.
4. Executes systems activities related to demand planning.
5. Considers process influences (order fulfillment and procurement) on the demand plan.
6. Maintains liaison with applicable customer cells across the enterprise as requested to ensure item-level planning status for customers is communicated as needed to support customer inquiries and weapons systems.
7. Exercises operational control and guidance for detachments located at other geographic sites.

IPT WHEELED VEHICLES (DSCC-QLIB)

MISSION:

The Chief, IPT Wheeled Vehicles, reports to the Chief, Item Planning Division,, and is responsible for item-level planning (aggregated demand forecasting units, or DFUs) and other designated planning for all assigned Land Item Planning Teams (IPTs). The Item Planning Division includes the IPT Wheeled Vehicles.

FUNCTIONS:

1. Creates historical-based demand plans.
2. Analyzes and adjust historical demand used for statistical forecasting.
3. Conducts and participates in demand/supply alignment meetings.
4. Executes systems activities related to demand planning.
5. Considers process influences (order fulfillment and procurement) on the demand plan.
6. Maintains liaison with applicable customer cells across the enterprise as requested to ensure item-level planning status for customers is communicated as needed to support customer inquiries and weapons systems.
7. Exercises operational control and guidance for detachments located at other geographic sites.

CUSTOMER SUPPORT DIVISION (DSCC-QLC)

MISSION:

The Chief, Customer Support Division, reports to the Director, Customer Operations. The Division is responsible for customer-focused and weapon systems analysis and assessment; identification of overall trends in performance and support; modes of improvement; customer studies, profiles, analyses and surveys; common functions across cells including business analysis and financial customer service liaison; planning data maintainer functions which are common across cells and teams; support to DLA's involvement in Performance-Based Logistics; Agency implementation of the CRM Program, and general administrative support to the Land Customer Operations Directorate. It strives to avoid mission degradation before it begins in order to ensure our continued and positive support to the warfighter and interfaces with the customer and DLA activities to ensure support.

FUNCTIONS:

1. Conducts customer-focused analysis on an ad hoc and systemic basis.
2. Accumulates customer trend and profile data from a variety of sources and analyzes it to prepare periodic reports and assess needed changes in support.

3. Measures and monitors performance metrics reflective of DLA's logistic support to the customer.
4. Accumulates weapons systems data and performs trend analyses to determine overall support levels and needed improvements.
5. Conducts customer studies and surveys to identify trends in customer requirements and improve customer satisfaction.
6. Compiles findings and conducts appropriate qualitative and quantitative analyses to reach conclusions regarding new supply techniques that would offer a positive impact on DLA customers.
7. Makes recommendations and champions implementation of recommendations to improve logistical support processes.
8. Prepares customer-focused briefings and reports and prepares for customer visits and special events.
9. Provides business analysis and financial services customer liaisons functions across multiple CRM Cells and support teams.
10. Provides support to planning functions across the DCO, including Planning Data Maintenance.
11. Provides comprehensive support to DLA's PBL program, monitoring opportunities to participate and overall directorate effectiveness in supporting PBLs.
12. Implements all aspects of DLA's CRM Program for the directorate and monitor its effectiveness.
13. Studies and evaluates DLA One Book policies in applicable areas to determine DCO impact.
14. Analyzes all available customer data and develops a plan of action for improved support.
15. Works with supplier teams to develop Business Case Analyses for targeted potential customer markets. For markets identified, develops marketing plans, procures potential sales/marketing materials, and serves as PLFA Focal Point for customer contacts in leveraging potential sales opportunities. Performs analysis of sales trends, customer behavior, etc. for such products and services, and makes recommendations for future support. Networks customer support issues with appropriate CRM Cell.
16. Develops, implements, and manages web pages, web links, on-line catalogs and tools in support of customer-facing initiatives. Networks requirements with enterprise IPT members to ensure "unified face to the customer" concept.
17. Tracks external and internal action items across the directorate. Develops, implements, and monitors automated suspense tracking tool. Conducts follow-up with responsible action officer, consolidates input, and forwards to proper office within defined target dates.
18. Manages directorate base support contracts. Analyzes directorate support requirements and works with Financial Office to obtain funding. Working with Contracting Office, develops performance-based Statements of Work, selects best contracting vehicle to obtain, and executes selection of best-value offered. Monitors contractor performance, addressing shortfalls, and taking action to correct as necessary.
19. Performs administrative support for the directorate. Responsible for budget formulation and execution; personnel requirements/actions; awards;

training/Individual Development Plans (IDPs); travel; timekeeping; supplies; equipment; employee overhead requirements; productivity improvement studies; corporate morale and community/social event coordination; IMPAC credit card purchases; and various other aspects of administrative support.

LAND READINESS BRANCH (DSCC-QLCB)

MISSION:

The Chief, Readiness Branch, reports to the Chief of the Customer Support Division. The Land Readiness Branch interfaces with the Customer Account Specialists and Weapon Systems Program Managers to enhance customer readiness for specified areas of interest. Support provided may cover, but is not limited to, order fulfillment, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Operating Forces (Army, USMC, Joint) and Collective Division and Land Readiness Division, respectively.

FUNCTIONS:

1. Provides a unified face for assigned special interest customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams at the Defense Supply Center Philadelphia and Defense Supply Center Richmond and supplier organizations across all supply chains.
3. Provides emergency support to customers.
4. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
5. Responsible for overall health of assigned weapons systems in conjunction with Readiness Division.
6. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
7. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
8. Provides consistent and integrated support.
9. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
10. Provides Class IX support for USMC, Army, Enterprise Other Civil Agency, State, Miscellaneous, and DOD Agency DoDAACs identified as special interest for the branch.

11. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning and customer service support for assigned customers.
12. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
13. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquiries related to logistics support.
14. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
15. Meets with customers on a regular basis to understand anticipated requirements.
16. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
17. Helps define new Army and USMC markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
18. Insures business, marketing, and customer support plans are developed and implemented.
19. Manages the integration and prioritization of customer needs and coordinates customer requirements with supplier operations sites.
20. Coordinates with process management to determine influences on and improve customer support.
21. Oversees receipt, processing, and maintenance of customer orders.
22. Receives and resolves customer complaints.
23. Maintains regular liaison with the Army and USMC Service Teams, Customer Support Office, J-4.
24. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support.

CUSTOMER RELATIONSHIP MANAGEMENT (CRM) BRANCH (DSCC-QLCC)

MISSION:

The Chief, Customer Relationship Management Branch, reports to the Chief, Customer Support Division. The Branch is responsible for customer-focused analysis and assessment; identification of overall trends in performance and support; modes of improvement; customer studies, profiles, analyses and surveys; common functions across cells including business analysis and financial customer service liaison; planning data maintainer functions which are common across cells and teams; support to DLA's involvement in Performance-Based Logistics; Agency implementation of the CRM Program, and general administrative support to Land Customer Operations Directorate. It strives to avoid mission degradation before it begins in order to ensure our continued and positive support to the warfighter and interfaces with the customer and DLA activities to ensure support.

FUNCTIONS:

1. Conducts customer-focused analysis on an ad hoc and systemic basis.
2. Accumulates customer trend and profile data from a variety of sources and analyzes it to prepare periodic reports and assess needed changes in support.
3. Measures and monitors performance metrics reflective of DLA's logistic support to the customer.
4. Conducts customer studies and surveys to identify trends in customer requirements and improve customer satisfaction.
5. Compiles findings and conducts appropriate qualitative and quantitative analyses to reach conclusions regarding new supply techniques that would offer a positive impact on DLA customers.
6. Makes recommendations and champions implementation of recommendations to improve logistical support processes.
7. Prepares customer-focused briefings and reports and prepares for customer visits and special events.
8. Provides business analysis and financial services customer liaisons functions across multiple CRM Cells and support teams.
9. Provides support to planning functions across the DCO, including Planning Data Maintenance.
10. Provides comprehensive support to DLA's PBL program, monitoring opportunities to participate and overall directorate effectiveness in supporting PBLs.
11. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
12. Implements all aspects of DLA's CRM Program for the directorate and monitor its effectiveness.
13. Helps define new Army and USMC sales and marketing opportunities, and develops appropriate supporting initiatives and strategies.
14. Establishes, maintains and closes customer profiles in the CRM SAP utility.
15. Studies and evaluates DLA One Book policies in applicable areas to determine DCO impact.
16. Analyzes all available customer data and develops a plan of action for improved support.
17. Works with supplier teams to develop Business Case Analyses for targeted potential customer markets. For markets identified, develops plans, procures potential sales materials, and serves as PLFA Focal Point for customer contacts in leveraging potential sales opportunities. Performs analysis of sales trends, customer behavior, etc. for such products and services, and makes recommendations for future support. Networks customer support issues with appropriate CRM Cell and Readiness Branch.
18. Develops, implements, and manages web pages, web links, on-line catalogs and tools in support of customer-facing initiatives. Networks requirements with enterprise IPT members to ensure "unified face to the customer" concept.
19. Tracks external and internal action items across the directorate. Develops, implements, and monitors automated suspense tracking tool. Conducts follow-up with responsible action officer, consolidates input, and forwards to proper office within defined target dates.

20. Manages directorate base support contracts. Analyzes directorate support requirements and works with Financial Office to obtain funding. Working with Contracting Office, develops performance-based Statements of Work, selects best contracting vehicle to obtain, and executes selection of best-value offered. Monitors contractor performance, addressing shortfalls, and taking action to correct as necessary.
21. Performs administrative support for the directorate. Responsible for budget formulation and execution; personnel requirements/actions; awards; training/Individual Development Plans (IDPs); travel; timekeeping; supplies; equipment; employee overhead requirements; productivity improvement studies; corporate morale and community/social event coordination; IMPAC credit card purchases; and various other aspects of administrative support.

CUSTOMER PAY BRANCH (DSCC-QLCD)

MISSION:

The Chief of the Customer Pay Branch Reports directly to the Director, Land Customer Operations. The Customer Pay Branch is established to support the (CP) Initiative is an OSD tasking to conduct a pilot program for vendor support at Army industrial level maintenance sites and USMC industrial level maintenance sites. Pilot initiatives can be authorized and conducted by OSD, Army Material Command in conjunction with Tank and Automotive Command, or USMC or National Guard commands and industrial sites. The branch integrates specific customer requirements with vendor support where the manages, owns, stores, and delivers military inventory to the customer point of use. This concept is commercially known as "Vendor Managed Inventory" (VMI). The branch is responsible for the development of new processes, policies and business practices to support OSD initiatives, and the export of pilot programs into additional weapon systems or new sites. The branch is responsible for acting as a principal advisor and assistant to the Director as a prime point of entry for all assigned customer issues related to logistics support and service across all DLA supply chains, responsible for development, implementation, to support maintenance sites and oversight of new initiatives and pilot programs in accordance with Customer Relationship Management (CRM) policy, guidance, and implementation as provided by J-4, HQ DLA, OSD, and management of the Customer Cells, support teams, item planning teams and other customer support units assigned to DSCC. Directs accomplishment of specific new maintenance initiatives through the logistics support of weapons systems and maintenance sites, troops, equipment, facilities, and their components owned, operated, and maintained by /for the Department of Defense, the Military Services, other federal agencies and other authorized activities.

FUNCTIONS:

1. Provides a unified face for assigned customers and class IX support for specific initiatives, customer sites, and weapon systems.

2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams at the Defense Supply Center Philadelphia; Defense Supply Center, Richmond; across all supply chains; Defense Distribution Center (DDC), and with key vendors supporting specific initiatives
3. Maintains responsibility for the development, implementation, and oversight of all CRM and Collaboration activities for assigned customers in conjunction with HQ DLA and OSD guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Responsible for overall health of assigned weapons systems in conjunction with readiness division.
8. Collaborates with program management and sustainment personnel in regard to DLA's role in Performance Based Logistics (PBL) agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.
9. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
10. Recommends process enhancements or corrective actions affecting operations, DLA and military services policies/procedures, and customer acquisition processes based upon analyses of current customer support initiatives to improve various support metrics such as fill rates and other customer metric targets.
11. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
12. Provides consistent and integrated support.
13. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
14. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
15. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
16. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
17. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
18. Meets with customers on a regular basis to understand anticipated requirements.
19. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
20. Helps define new Army, USMC, and OSD initiatives, and develops appropriate supporting initiatives and strategies.

21. Insures business and customer support plans are developed and implemented on new support initiatives.
22. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
23. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events between customer and vendors.
24. Ensures that forecast or demand plans are published for the collaborative partner.
25. Resolves demand issues with collaborative customer.
26. Coordinates with process management to determine influences on and improve customer support.
27. Oversees receipt, processing, and maintenance of customer orders.
28. Establishes, maintains, and closes customer profiles.
29. Receives and resolves customer complaints.
30. Maintains regular liaison with the Army and USMC maintenance activities and project teams, Customer Support Office, J-4.
31. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.